

**2001**  
**Washington Consumer Assessment of Health Plans (CAHPS) Survey**

**Special Report: Children with Special Health Care Needs  
In Medicaid Title V and Healthy Options Plans**

**November 30, 2001**

## Children with Special Health Care Needs (Title V)

A statewide sample of 611 children enrolled in the Medicaid Title V program was drawn as a representation of children with special health care needs (CSHCN). Children receiving Title V benefits who met the Medicaid eligibility criteria for age, continuous enrollment, residency, and language were included in the CSHCN sample. The Title V sample was limited to 611 children.

In addition, it was assumed that a percentage of the children enrolled in Healthy Options would have special health care needs, and therefore screener questions were added to the Healthy Options child questionnaire to identify those children who may have special needs. Because all parents with children in Healthy Options were asked these questions, some children were included in both of the Healthy Options and CSHCN survey results. The survey results for these two groups, therefore, are not mutually exclusive.

### *Criteria Used to Identify Children with Special Health Care Needs*

The CAHPS survey instrument included a series of five questions used to screen for children with special health care needs. A detailed algorithm was applied to responses for these screener questions to identify children with special health care needs. The HEDIS CAHPS methodology used to determine whether a child has a special health care need was developed and tested in the Child and Adolescent Health Measurement Initiative (CAHMI) / Children with Special Health Care Needs program. The criteria has been extensively tested and reviewed by experts in the field and meets the established Maternal and Child Health Bureau's definition of children with special health care needs.

This report summarizes the responses from the 2001 CAHPS survey in two separate sections:

- responses related to children enrolled in the Medicaid Title V program;
- responses related to children enrolled in the Medicaid Title V program **and** those children from Healthy Options that met the criteria for special care.

Overall, of the 611 Title V members surveyed:

- 510 were eligible to respond, and
- 240 responded for an adjusted response rate of 47.1%.

Further evaluation of the data indicates that less than 50% of the child surveys returned actually met the survey-based screening criteria for special health care needs. In particular, of the 240 Title V respondents, 115 (47.92%) actually met the survey-based screening tool special health care needs criteria. In addition to the 115 respondents meeting the survey-based screening criteria from the Title V sample, 786 of the 3,882 respondents (20.25%) for children in Healthy Options met the special health care needs criteria.

### **NUMBER AND PERCENT OF CHILDREN MEETING SPECIAL NEEDS CRITERIA**

<b>Response Met Criteria</b>	<b>Title V</b>	<b>Children in Healthy Options</b>	<b>Total</b>
<b>Yes</b>	115 (47.92%)	786 (20.25%)	901
<b>No</b>	88 (36.67%)	2603 (67.05%)	2691
<b>Missing Response</b>	37 (15.42%)	493 (12.70%)	530
<b>Total Survey Responses</b>	240	3882	4122

The number of individuals responding to each question, however, does vary as depicted in the following bar graphs.

## **Core CAHPS Questions**

### **Definition of CSHCN Criteria**

Children in Title V or Healthy Options met CSHCN criteria if survey responses were 'yes' for all questions in any one of the following five series of questions:

- Series 1: Questions 68, 68a, 68b (use of prescription medicine)
- Series 2: Questions 69, 69a, 69b (use of additional services)
- Series 3: Questions 70, 70a, 70b (limitations in ability)
- Series 4: Questions 71, 71a, 71b (special therapy)
- Series 5: Questions 72, 72a (emotional/development/behavioral problems)

Children in Title V or Healthy Options did NOT meet CSHCN criteria if survey responses were 'no' to ALL of the five 'feeder' questions (68, 69, 70, 71, and 72).

All other surveys were not complete enough to determine whether the children met CSHCN criteria.

## Core CAHPS Questions Composite and Questions

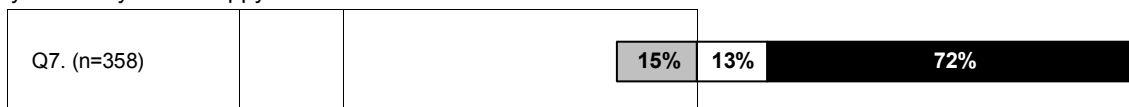
### Getting Care That Is Needed

This chart summarizes the responses to survey questions 7, 13, 27, and 28 contained in the composite, "Getting Care That Is Needed". Individual question-level responses are also below.

#### Composite



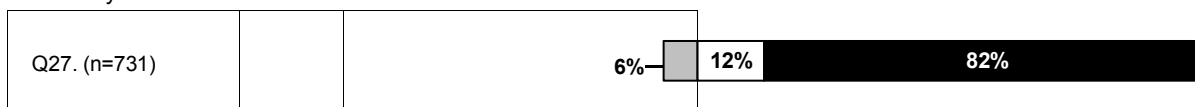
Q7. "With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



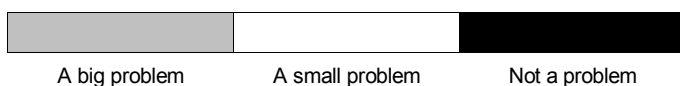
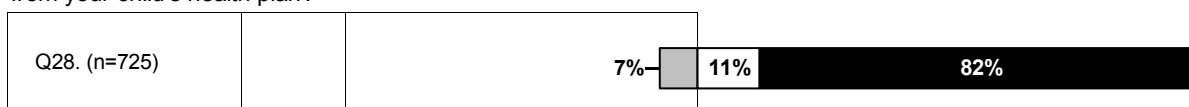
Q13. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



Q27. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



Q28. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?"



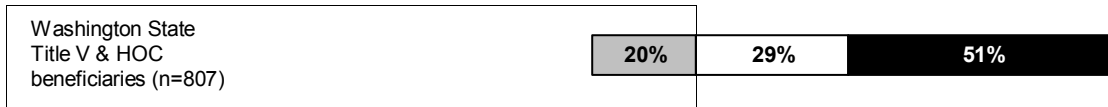
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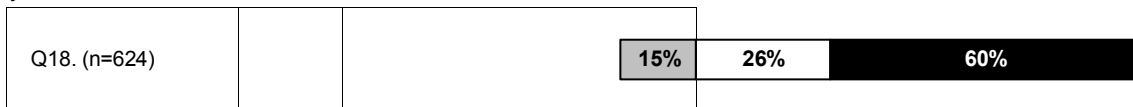
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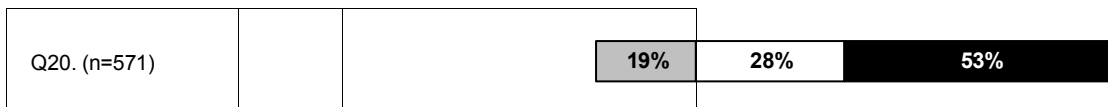
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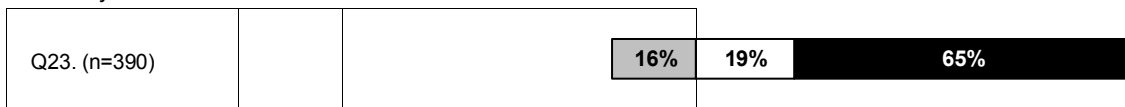
Q18. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



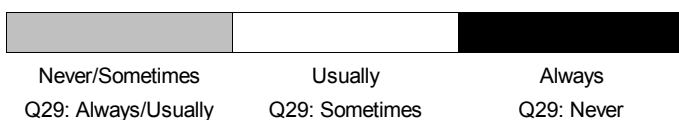
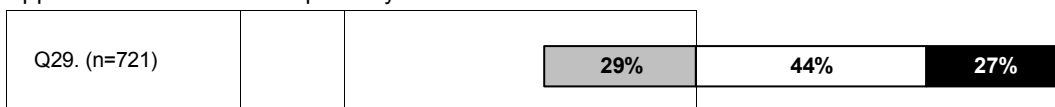
Q20. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



Q23. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



Q29. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



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## Core CAHPS Questions Composite and Questions

### How Well Doctors Communicate

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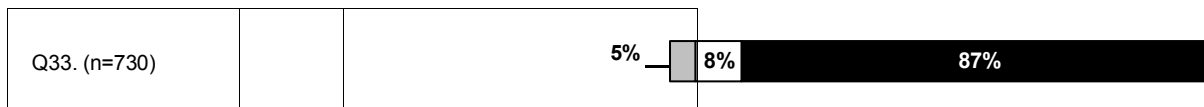
#### Composite



Q32. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



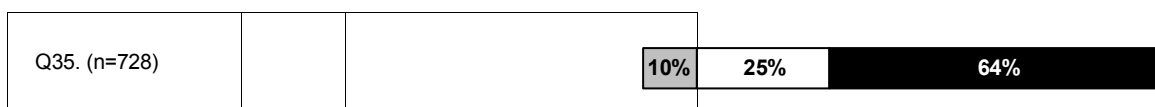
Q33. "In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because they spoke different languages?"



Q34. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



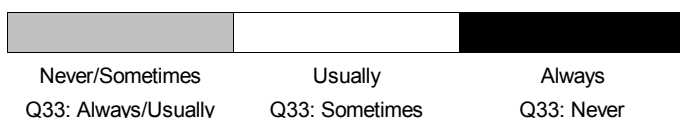
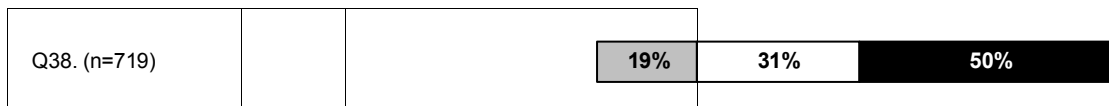
Q35. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



Q37. "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"



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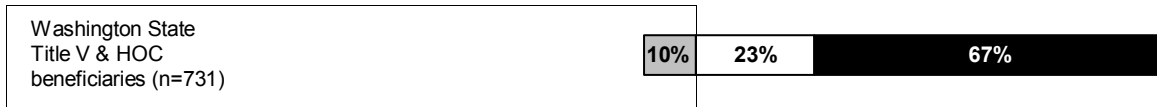
## Core CAHPS Questions

### Composite and Questions

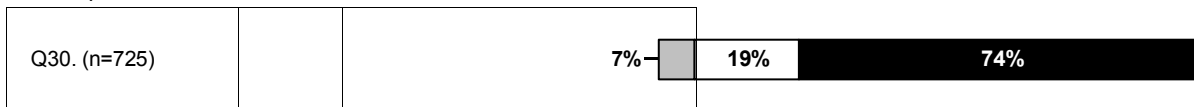
## Courtesy, Respect, and Helpfulness of Office Staff

This chart summarizes the responses to survey questions 30 and 31 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff". Individual question-level responses are also below.

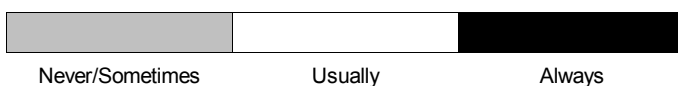
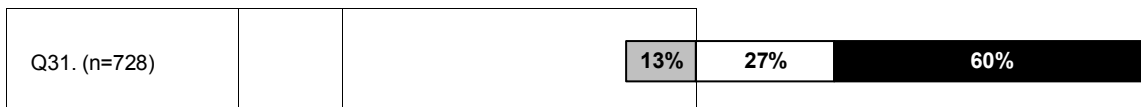
### Composite



Q30. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



Q31. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



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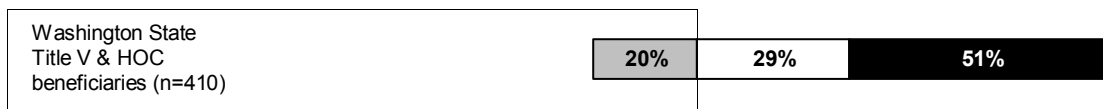
## Core CAHPS Questions

### Composite and Questions

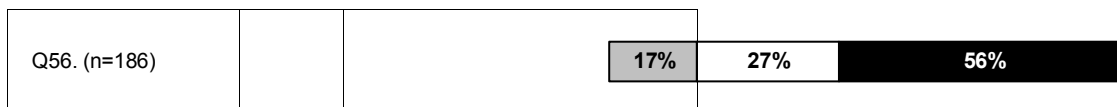
## Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 56, 58, and 63 contained in the composite, "Health Plan Customer Service and Paperwork". Individual question-level responses are also below.

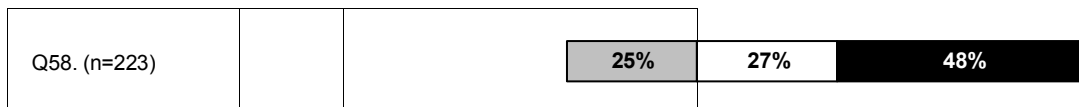
### Composite



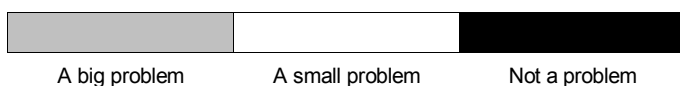
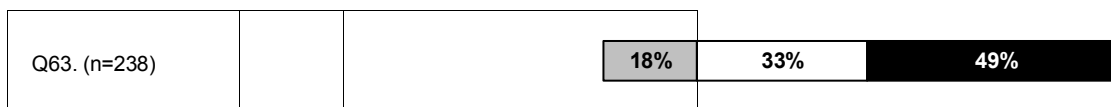
Q56. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Q58. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"



Q63. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



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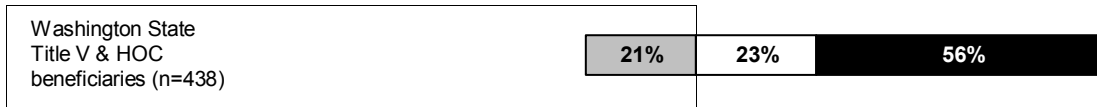


## Core CAHPS Questions Composite and Questions

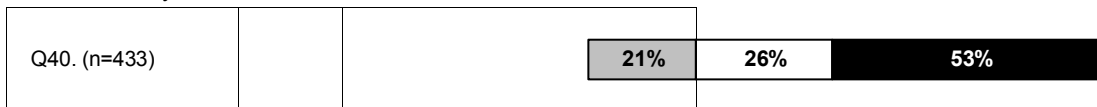
### Family-Centered Care

This chart summarizes the responses to survey question 40, 41, 42, and 43 contained in the composite, "Family-Centered Care". Individual question-level responses are also below.

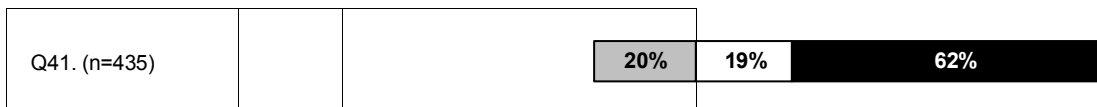
#### Composite



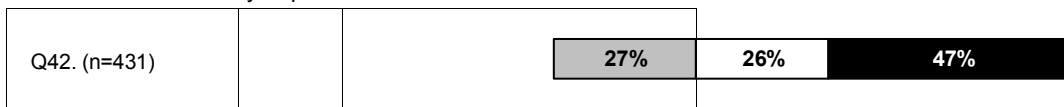
Q40. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care?"



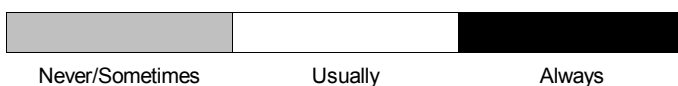
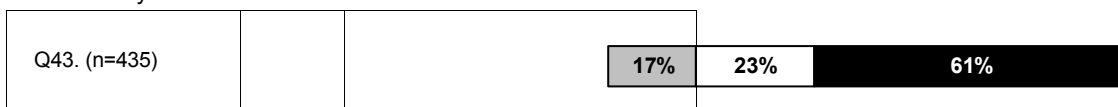
Q41. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care?"



Q42. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?"



Q43. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?"



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## Core CAHPS Questions

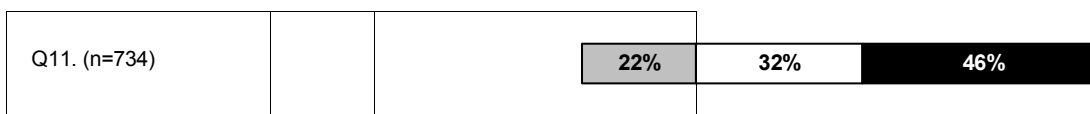
Questions 11, 15, 44, and 64

## Rating Personal Doctors, Specialists, Health Program, and Health Care

This chart summarizes the responses to survey question 11, 15, 44, and 64, which asks clients to rate their personal doctor, specialist, health program, and health care.

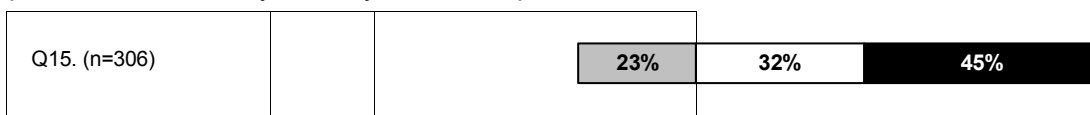
### Rating Personal Doctors

Q11. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



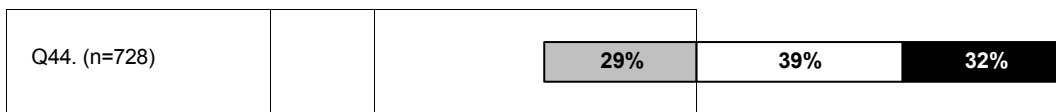
### Rating Specialists

Q15. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



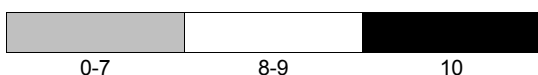
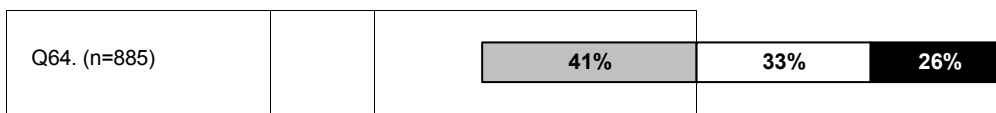
### Rating Health Care

Q44. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"



### Rating Health Program

Q64. "Use any number from 0 to 10 where 0 is the worst health program possible and 10 is the best health program possible. How would you rate your child's health program now?"



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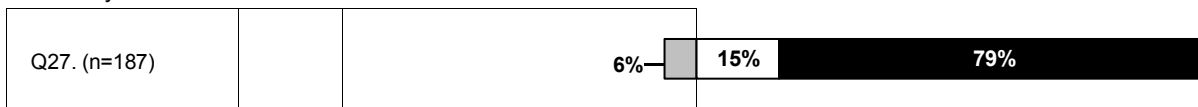
Q7. "With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"

Q7. (n=71)		Scores with fewer than 85 responses are not displayed.
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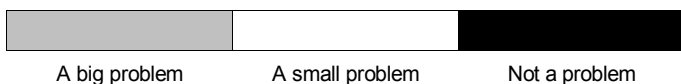
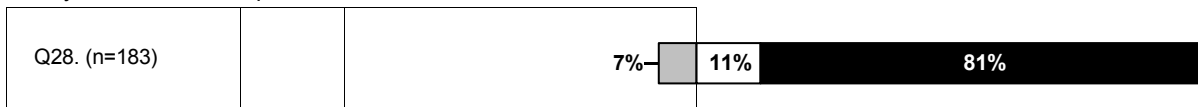
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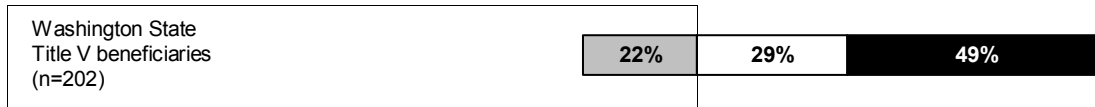
## Core CAHPS Questions

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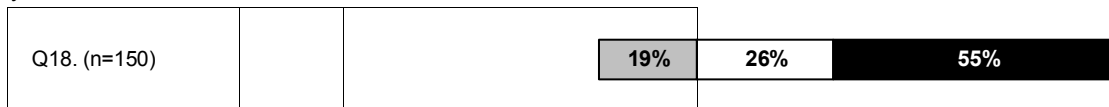
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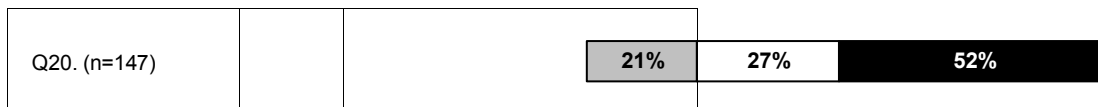
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Q18. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



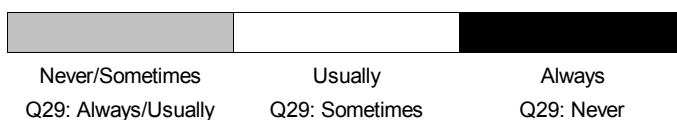
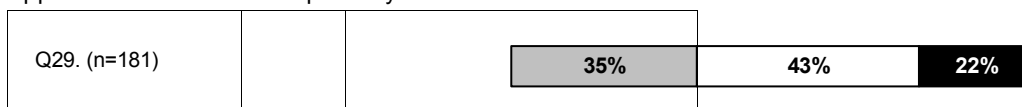
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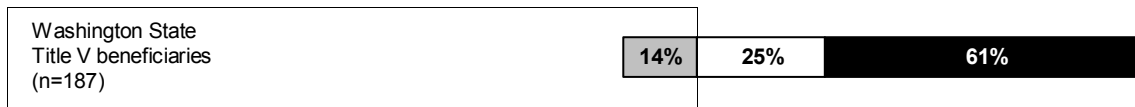
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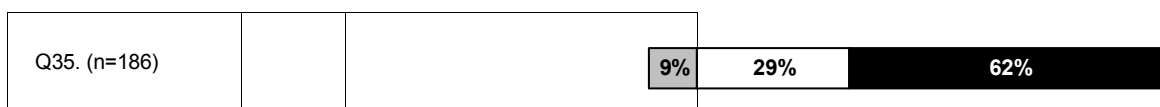
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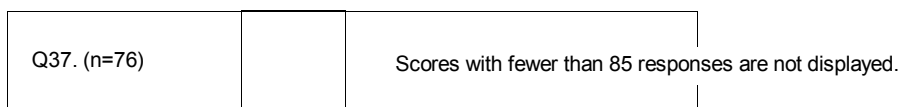
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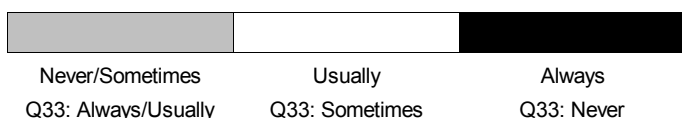
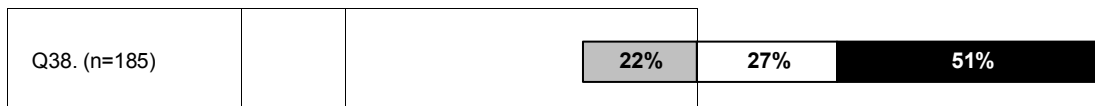
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# Children with Special Health Care Needs (Title V)

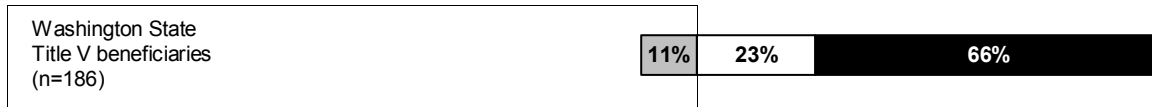
## Core CAHPS Questions

### Composite and Questions

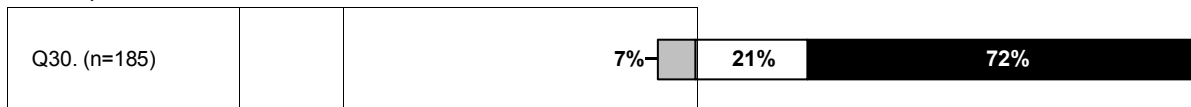
## Courtesy, Respect, and Helpfulness of Office Staff

This chart summarizes the responses to survey questions 30 and 31 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff". Individual question-level responses are also below.

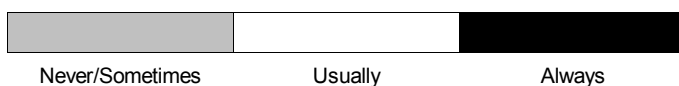
### Composite



Q30. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



Q31. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



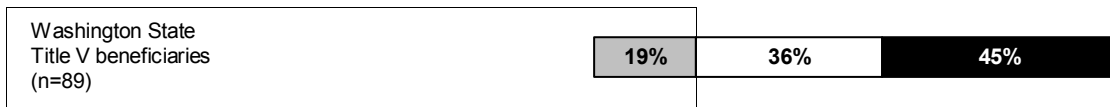
NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

## Core CAHPS Questions Composite and Questions

### Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 56, 58, and 63 contained in the composite, "Health Plan Customer Service and Paperwork". Individual question-level responses are also below.

#### Composite



Q56. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"

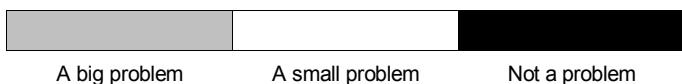
Q56. (n=31)		Scores with fewer than 85 responses are not displayed.
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Q58. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"

Q58. (n=41)		Scores with fewer than 85 responses are not displayed.
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Q63. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"

Q63. (n=58)		Scores with fewer than 85 responses are not displayed.
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# Children with Special Health Care Needs (Title V)

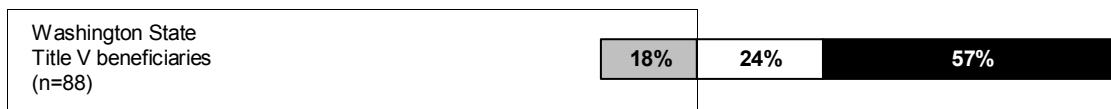
## Core CAHPS Questions

### Composite and Questions

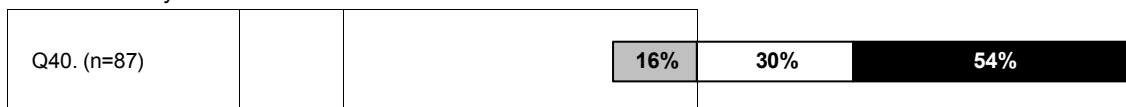
## Family-Centered Care

This chart summarizes the responses to survey question 40, 41, 42, and 43 contained in the composite, "Family-Centered Care". Individual question-level responses are also below.

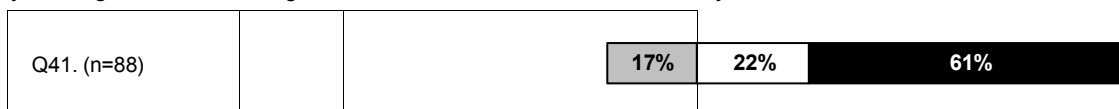
### Composite



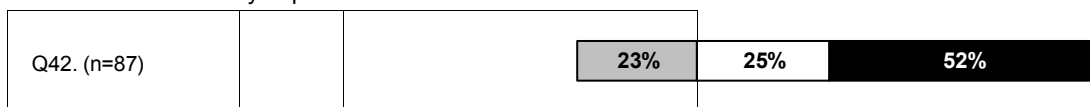
Q40. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care?"



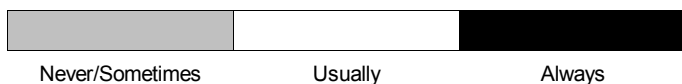
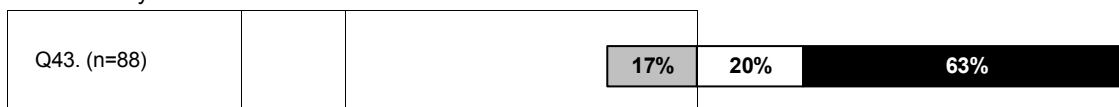
Q41. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care?"



Q42. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?"



Q43. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?"



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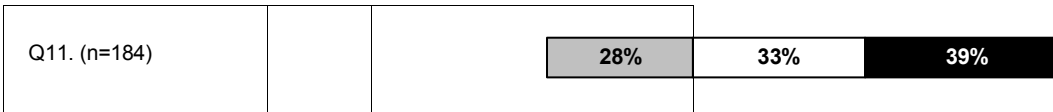
## Core CAHPS Questions Questions 11, 15, 44, and 64

### Rating Personal Doctors, Specialists, Health Program, and Health Care

This chart summarizes the responses to survey question 11, 15, 44, and 64, which asks clients to rate their personal doctor, specialist, health program, and health care.

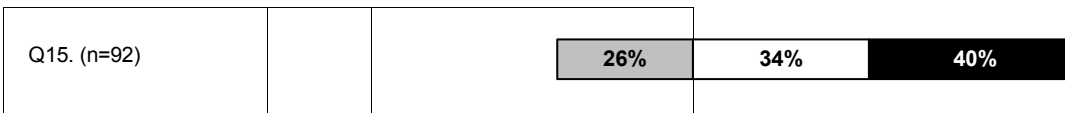
#### Rating Personal Doctors

Q11. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



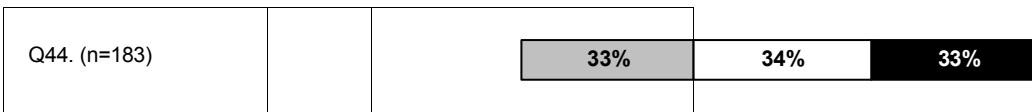
#### Rating Specialists

Q15. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



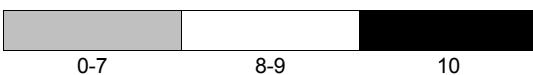
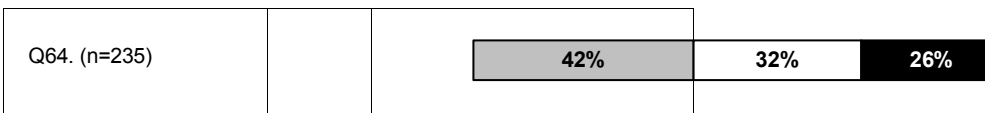
#### Rating Health Care

Q44. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"



#### Rating Health Program

Q64. "Use any number from 0 to 10 where 0 is the worst health program possible and 10 is the best health program possible. How would you rate your child's health program now?"



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